HOW TO GET STARTED

Pro Registry™ User Guide

If you need extra help, advice or guidance go to our knowledge base
amplitude-clinical.com/amplitude-clinical-knowledge-base/
or contact customer.support@amplitude-clinical.com or 0333 014 6363

Contents

Introduction

The purpose of this document is to support veterinary teams to use the VetTeamAMR Antibiotic Audit Tool.

The Antibiotic Audit Tool is funded by RCVS Knowledge, who are dedicated to advancing the quality of veterinary care for the benefit of animals, public, and society. The Tool and the online portals are managed on a day-to-day basis by Amplitude Clinical Outcomes, a global leader in online registry software.

To learn more about the Antibiotic Audit Tool, please read the information for veterinary professionals: https://rcvsknowledge.org/amr/vetteamamr/amr-audit/veterinary-teams/.

To understand your responsibilities as a joint data controller, please read the terms of use, available at https://rcvsknowledge.org/document-library/amr-audit-terms-of-use/.

Please note that the platform provided by Amplitude (*pro registry*™) is implemented in different ways to meet customers' requirements. Some of the functions listed in this document may therefore not be available to you.

For more information contact Customer support customer.support@amplitude-clinical.com.

Getting started

Accessing your account

All veterinary practitioners who prescribe antibiotics in the UK can take part in the audit. Veterinary teams can sign up at https://rcvsknowledge.org/amr/vetteamamr/amr-audit/veterinary-teams/practice-registration-form/.

Amplitude Clinical Outcomes will email you within two working days to provide you with your log in details. Once you are sent this email, **you will have 24 hours to activate your account**. Your username will follow the format of FirstnameSurname (without spaces). You will be asked to update your password on a regular basis. You will be asked to set up a secret question and answer. If you are using your browser to remember your password, be aware that it can remember your secret answer instead, and incorrectly populate your password field next time you try and login. If you need any assistance, please contact **Amplitude Customer Support**: customer.support@amplitude-clinical.com / 0333 014 6363 *available Monday-Friday 9am-5pm excluding Bank Holidays.*

Each time you log in to the registry (see figure below), please do so at https://rcvsknowledge.org/amr/vetteamamr/amr-audit/. You can save this in your favourites bar of your web browser if you wish for easy access next time you want to go into the system.

User dashboard

The first screen on login is the User Dashboard:

WORKLIST – This is a list of the owners/patients that you can bookmark to either an admission, a clinic visit or an operating list. The screenshot above shows patient's that have been recently viewed. Not all of these patients have been put onto a worklist. You do not need to use this feature to collect outcomes. It is available to make searching for patients easier. For more information, see the section in this guide on *Managing your account: managing worklists*.

TASKS – Outstanding patient or clinical tasks

☑ TASKS
NO OUTSTANDING ITEMS

🔍 **OR** 🔍 **FIND PATIENT** - click here to search for a patient record.
FIND PATIENT

📊 **REPORTS** - clicking here will open the reporting dashboard.

📄 **NOTICES** - click here to view a list of any system notifications.

📋 **TODAY'S WORKLIST** – click here for a quick link to your list of patients for today.
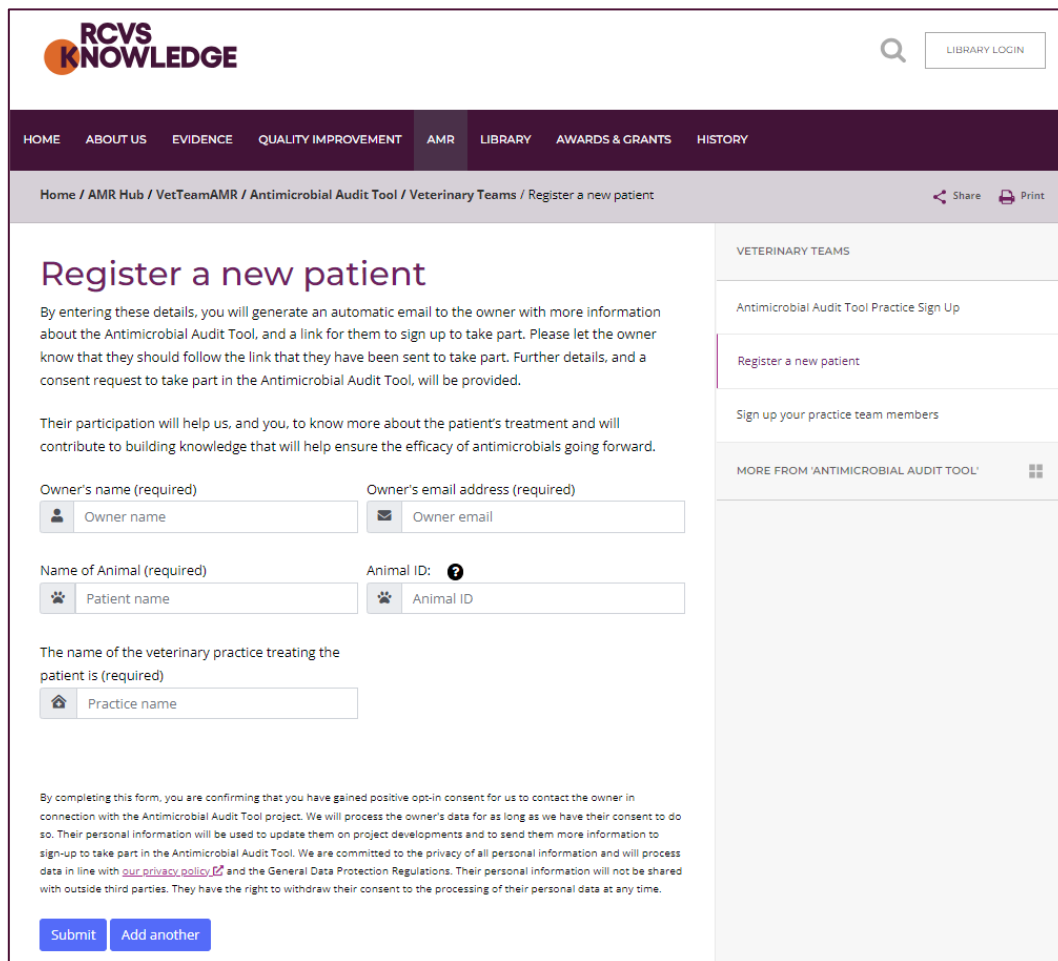
🏠 You can return to the User Dashboard at any time by clicking the **HOME BUTTON**

Step by step guide

Client consultation, enrolment, registration, and baseline assessment: registering a new patient.

When a client contacts the practice to arrange a consultation, the veterinary receptionist, or a member of the practice team, should ask the owner to participate in the audit. You can use the information found on the Antibiotic Audit Tool Animal Owners page (https://rcvsknowledge.org/amr/vetteamamr/amr-audit/animal-owners/) to aid this discussion. There are then two options available for entering the required details using the following steps:

1. Either enter the required information at: https://rcvsknowledge.org/amr/vetteamamr/amr-audit/veterinary-teams/patient-registration-form/. You will need to ask the owner for their permission to do this.

By entering their information on this form, an email will be generated and sent to the owner which includes a link back to the information for Animal Owners page (https://rcvsknowledge.org/amr/vetteamamr/amr-audit/animal-owners/) and the link to the platform where the owner can complete the registration. This will allow the owner to read about the project, decide whether they would like to take part, and register their animal in their own time.

2. Or, the owner can register themselves while at your practice via the registration link available at: https://rcvsknowledge.org/amr/vetteamamr/amr-audit/animal-owners/.

During the registration process the owner will be asked to provide their explicit consent for email contact and data collection to take place.

The owner will be asked to select their veterinary practice's name, and to complete a pre-consultation questionnaire of their animal's health status. The named veterinary practice (referred to as the pathway owner) as appointed by the owner, and their delegates, will then have access to this information via the vet portal. A delegate is a member of your team who may input data and help manage cases on the audit on behalf of the practice (for example, a vet, RVN or administration staff). We refer to these users as practice users, or limited practice users.

Owner consent information/removing consent.

Once the owner has completed registration and given consent, the **consent** status on the patient's record will show "**Consent Given**". If the owner wishes to remove consent, they can do so via the Owner Portal, by clicking on the **My Details** link on the welcome page. If an owner removes their consent, the patient's record will be automatically deleted from the system overnight. The same will happen if during the registration process the owner selects the **I do not consent** button. Any anonymous data will remain, however.

Finding the patient

You can find the patient by pressing either the **Find Patient** (magnifying glass) button on the Dashboard:
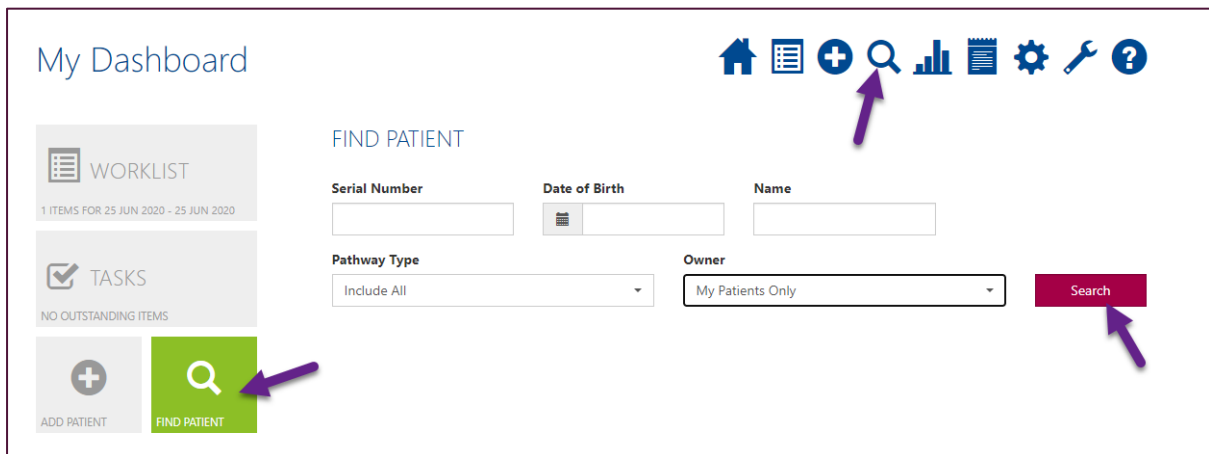
Fill in the basic details and then select **Search.** You only need to complete a single demographic field in order to search. The name field will contain the animal's first name, and the owner's surname. Using any one of these names will return results.
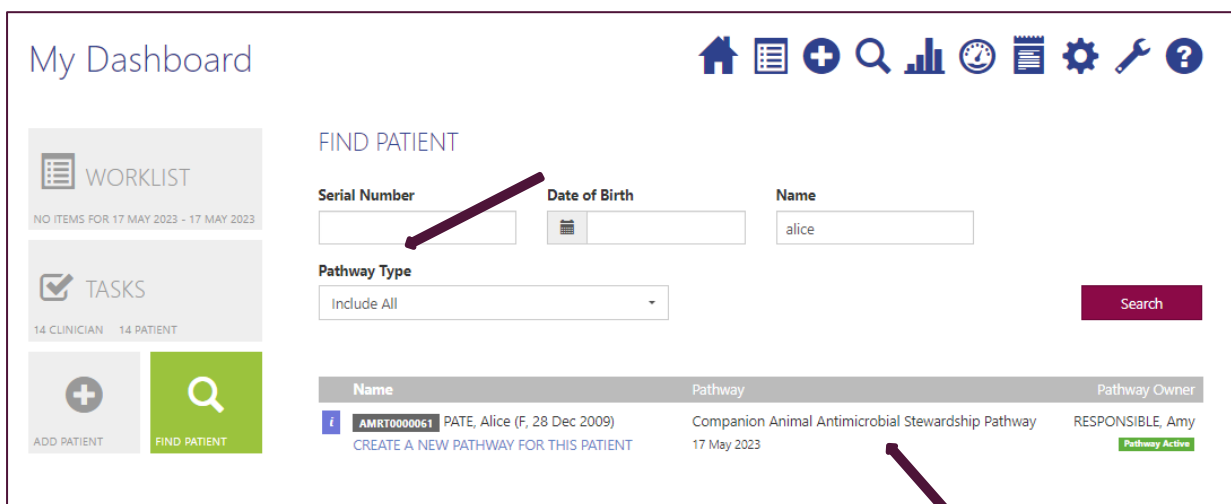
Information for practice users: If you are a delegate for more than one veterinary practice, you can change the field "**Pathway Type**" from "**My Patients Only**" to "**Include All**".

Reviewing clinical data

Once you have found the patient, click on the details below "Pathway" to open their **Clinical Record**.

The clinical record will show the forms that will be complete for the patient. **Black** means the score has been completed. Red indicates that the owner or Veterinary Surgeon needs to complete the form. Grey shows scores to be completed in the future.

Recording treatment and clinical data

The Vet's Initial Assessment form should be completed during or after the consultation.

Find the patient and open their **Clinical Record**.

Click the **Vet's Initial Assessment** and complete the forms.

Any boxes marked with an **asterisk** are mandatory and the **minimum** requirement to proceed. Once the form is completed, click **"Save".**

COMPLETION OF THE VET INITIAL ASSESSMENT MUST BE COMPLETED TO TRIGGER THE EMAILS FOR ALL SUBSEQUENT QUESTIONNAIRES.

Completing the "Vet's Post Consultation Questionnaire" form

Three days after the completion of the Vet's Initial Assessment, the **Vet's Post-Consultation Questionnaire** should be completed.

Assessment Date

📅 17 May 2023   ☑ Date Confirmed

Prescribing

Did you initially consider a bacterial infection?

No	Yes – Clinically Symptomatic	Yes – Other Reason

What guided your decision to prescribe antibiotics?

Clinical Signs	Cytology	Culture & Sensitivity	Previous Response	Practice Policy	ProtectMe	Colleagues
Uni Notes	Client	Patient Temperament	Product Availability	Palatability	Other	

What guided your selection of antibiotics?

Clinical Signs	Cytology	Culture and Sensitivity	Previous Response	Practice Policy	ProtectMe	Colleagues
Uni Notes	Client	Patient Temperament	Product Availability	Palatability	Other	

Comfort in the Diagnostic Process

Very Comfortable	Comfortable	Neither Comfortable or Uncomfortable	Uncomfortable	Very Uncomfortable

Feedback about this form?   Save   Cancel

Owner questionnaires

Once the practice user, or limited practice user, has completed the Vet Initial Assessment, the system will generate post-treatment emails to the animal owner automatically. These will be sent to the owner on the day of completion for the **Owner's Post-Consultation Questionnaire**, and 10 days later for the **Owner Treatment Review Questionnaire**. If the owner does not respond to a request for their questionnaire completion, the system will send reminder emails **twice**. You are also able to send additional reminder emails if wished.

On the patient record you may notice that some scores are in red, some in black and some in grey. **Black** means the score has been completed. Red indicates that the owner or Veterinary Surgeon needs to complete the form. Grey shows scores to be completed in the future.

You can view any owners who do not fill in the patient's outcomes scores on your **task list**. From here you can send manual email reminders within the vet portal or call the owner to remind them according to your own process. Clicking on the blue headings will expand the list of patients.

Reminding the owner to complete their follow-up questionnaires.

There are also two ways to send the owner a manual email reminder:

Method 1: Select the **Home** icon and go to **Tasks.** Select **Patient Tasks,** to the right of the patients listed will be an envelope mail icon (provided they have a valid email address and consent to contact) as well as a red box to indicate how many tasks are outstanding. If no email is present, the mail icon will display with a red exclamation mark. Select the **mail icon** and then click '**Send Reminder Now**'.

Method 2: Find the patient record and select **Send Email.**

Adding an additional pathway

If the patient is undergoing treatment for one condition that is being monitored within this audit, and they experience a separate presenting condition that requires a different line of treatment (for example, a horse receiving antibiotics for a respiratory infection that suffers a traumatic wound that becomes infected), this treatment can be added by searching for the patient and clicking on "CREATE A NEW PATHWAY FOR THIS PATIENT", or selecting the original pathway.

To add an additional pathway:

Enter the patient's Clinical Record and click on **No Other Pathways** and then **Add a New Pathway**.

Then click on the appropriate pathway for the animal. Once selected click **Add Pathway** (or **Add and Open Pathway** which will allow you to complete the veterinary initial assessment)**.** The system will generate a schedule of questionnaires to the owner.

Managing pathway security levels

Whilst the default Security is Locked, you can set your pathway security to allow or deny other users access to your patient records.

These are the Security Levels that are available:

- **None**, means the pathway is open and viewable to all.
- **Sealed**, means the pathway is visible, can be opened but a notification will be sent to advise the Pathway Owner who accessed the record.
- **Locked**, means another veterinary surgeon from another practice, seeing the same patient, must request your permission to view the Pathway. This is the default setting. We recommended you keep each pathway locked.

Changing the security level of a pathway

Click on the **Pathway Detail** tile from the **Clinical Record**

Click on the **Security** drop down to see the various security options. Once the correct option has been selected, **click Save**.

To change security levels for ALL your future pathways

Whilst the default will be for your **Pathways** to be **Locked**, you can change that by clicking on the Settings **Cog**, and then clicking on the **Pathway**.

Once on the **Pathway Settings** screen **Click** on the **Lock Level** drop down to see various security options. Once the correct option has been selected, **click Save**.

Identifying sealed and locked pathways

When you search for patients, you will only see those that either you are the **Pathway Owner** for, or those for the **Pathway Owner** you are delegating for (i.e., your practice's patients). If you access the **Pathway Details** tile (as above) and another practice has a **Pathway** for this patient this will be highlighted.

Access to the other **Pathway** depends on the **Security Level.**

If **None** you will be able to view the **Pathway.**

If **Sealed** you will be able to view the **Pathway** but will be asked for a **Reason**. The **Pathway Owner** will be notified that you accessed the **Pathway** and will see the **Reason.**

If **Locked** you will not be able to view, but can **Request access**, providing a **Reason**.

Creating a simple report

For full information and guidance on reporting, please visit the Knowledge Base by selecting the question mark icon on the top ribbon of the platform. The following information is an introduction on how to build a simple report.

If you are a **Responsible User**, you can create a template report for your practices to run. Click on the **report icon**, then click **Create a New Report**.

Fill in the report options:

Name: Relevant name which will remind you what the report is for.

Pathway Type: Choose the pathway you want the report for.

Report Access Type: **Private** means only you can see/use this template. **Public** allows you to create reports for you and your practice team (who have full access, i.e., Practice Users) to use to run a report.

After selecting a pathway type, a screen like the one below will appear.

Drag and drop the icons of the report elements you wish to include into the canvas below. To remove them, click the X on the right-hand side.

Open each selection and **tick** the boxes of the items you wish to see; ONLY TICKED ITEMS WILL SHOW ON YOUR REPORT. When you are happy with the selection click **save**.

NOTE: The report is produced in Excel and will display each patient as a separate row and each ticked report selection as a separate column. If you select a large number of items, this may appear daunting in Excel so be careful with your choices.

ALSO NOTE: **The reporting server updates overnight. So, for example if you add procedure forms today, these will not appear on the report until tomorrow.**

How to Run a Report

Only Responsible Users and Practice users can run reports. Responsible Users must create template for Practice Users to be able to run the reports.

Click on the reports icon and click either **Public Report Templates or My Report Templates**. Next to the report you would like to run click on the **green play button**.

Choose the **date range**. You can restrict it to a specific date range or 'Search across whole database'. Choose the **report scope** i.e., whose patients you would like to view. Choose **file type**.

Once happy click **Run Report**.

The report then appears in '**My Running Reports'** and the spinning arrow shows it is not yet complete. This might take a while.

Once complete it will move to '**My Completed Reports'**. To view the report, click the **green download icon** and confirm you will be saving patient identifiable data to your computer hard drive. Once open in Excel the data can be manipulated using tools such as pivot tables and filters. Alternatively, if it is a public report, it may already have this done for you.

Managing your account

Adding or changing delegates

Veterinary Practices (also known as the Responsible User) are the Pathway Owner. Veterinary practices can set up members of their practice team to be their delegates. Delegates are able to enter or edit owner/patient data. It is the responsibility of the Responsible User, who is the Pathway Owner, to ensure that the terms of use (https://rcvsknowledge.org/document-library/amr-audit-terms-of-use/) are met by any person who delegates for your practice on the audit tool.

If new delegates do not already have an account on the Amplitude system, they can create their own login by visiting the RCVS Knowledge website (https://rcvsknowledge.org/amr/vetteamamr/amr-audit/veterinary-teams/), or by contacting Amplitude Customer Support: customer.support@amplitude-clinical.com. Amplitude Clinical Outcomes will email the delegate within two working days to provide them with their log in details. Once they are sent this email, they will have 24 hours to activate their account. Their username will follow the format of FirstnameSurname (without spaces). They will be asked to update their password on a regular basis. Delegates should take care if they are using their browser to remember their password. Amplitude uses a password and a secret question, often it is the answer to the secret question that the browser remembers, and so populates the password field incorrectly during the next login. For any assistance, please contact **Amplitude Customer Support**: customer.support@amplitude-clinical.com / 0333 014 6363 *available Monday-Friday 9am-5pm excluding Bank Holidays.*

Once your delegate has an account, to nominate them as your delegate, select the **cog** (settings) **icon** from the top right-hand corner, then select the **Delegates** button.

Type the name of your delegates in this text box and **select** them from this list. Please note if your delegate does not appear in this list, they will have to be added directly by Amplitude's customer support team.

Your delegate has now been added.

From this Delegate screen, Pathway Owners can give their Delegates an expiry date or remove Delegates from their account (thereby revoking permissions to all pathways held by the Pathway Owner).

Managing worklists

Find your patient, click on the **Pathway** to open the **Clinical Record**.

Click on the **List History** tile.

Click **Add Worklist Entry**.

Select **Worklist** and choose the appropriate option.

Select **Date** and **Time** and then **Save.**

To remove a Worklist entry, **click** on the **Trash** icon.

To add another worklist entry, **click Add Worklist Entry** and follow above process. To edit a Worklist entry, **click** on the entry to make changes to the **Worklist, Date** and **Time.**

To view the Admissions, Clinic and/or Operating **Worklist** entries, **click** on the **Home** icon or view **Today's Worklist** from the **Worklist** icon. You can toggle between Worklists by selecting the appropriate tab e.g., **Clinic List**.

Only worklists that are populated will appear. You can access the **Clinical Record** from the Worklist by **clicking** on the **Pathway**.

Outstanding tasks will display in the Worklist as a red box. These are indicated under columns headed **C** or **P** for Clinician or Patient tasks. The number represents the number of outstanding tasks. **Click** on the **red box** to see which forms are outstanding.

To change the calendar view to a different day or to view your worklists over a period, **click** on the date and select the preferred date from the drop-down calendar. Please note there are two calendars 1) start date 2) finish date.
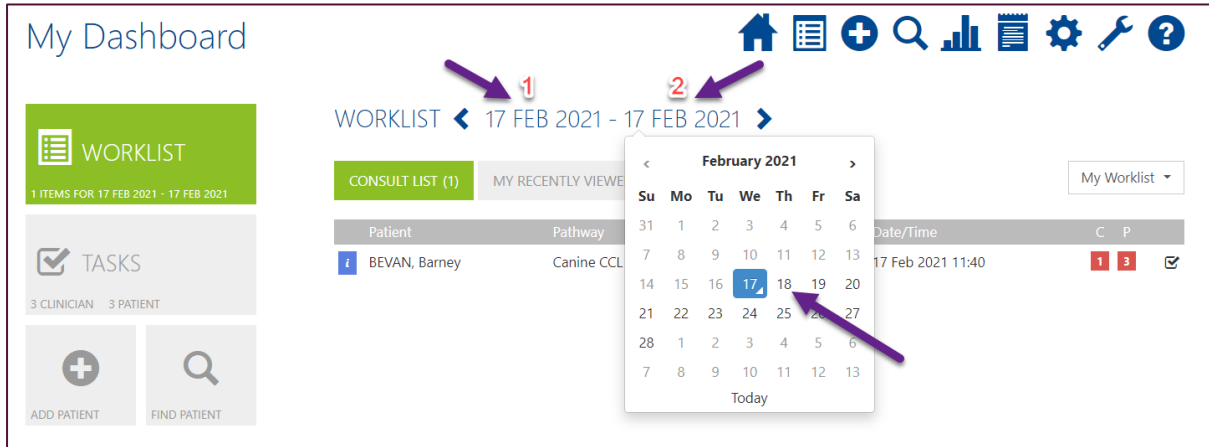
To scroll through dates, **click** the left or right-hand arrows either side of the date range.
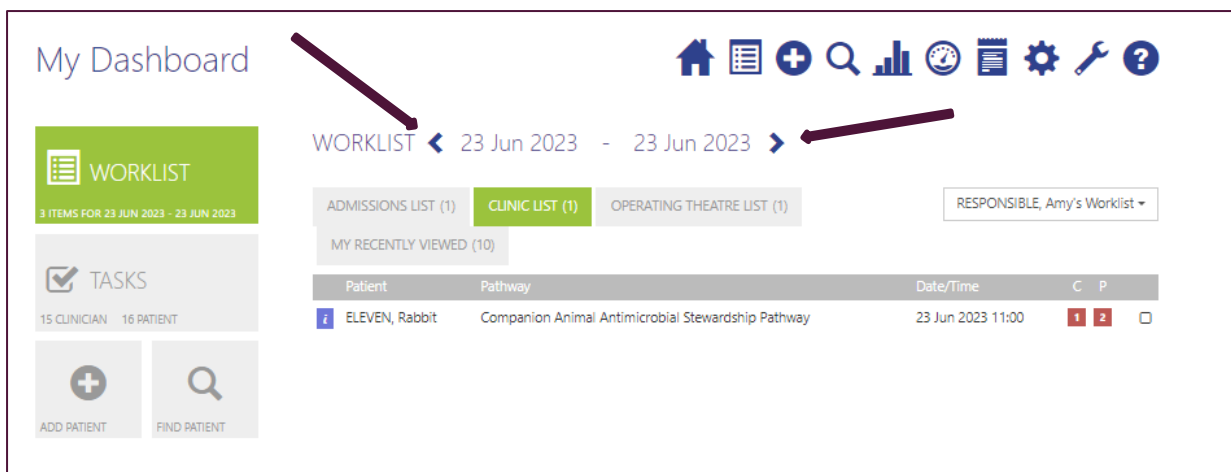
Recording a patient as deceased

In the sad event that an animal has passed away since their treatment started, the patient should be recorded on the platform as deceased. This can either be done by the veterinary practice or the owner by contacting Customer Support customer.support@amplitude-clinical.com or on 0333 014 6363, or can be done within the system by the veterinary surgeon. To do this, Find the patient, and go to an active pathway. Select the **patient detail.** Mark the patient as **deceased. This will stop any further correspondence with the owner.**

FAQ's/Troubleshooting

If your question is not here, please contact ebvm@rcvsknowledge.org

- Browsers such as IE and Google Chrome remember your passwords for some sites. Amplitude has a password and a secret question. Often it is answer to the secret question that the browser remembers, and so populates the password field incorrectly the next time you login.   This is something to be wary of.
- If your account is locked this is because you have entered your password incorrectly more than 3 times. Please call 0333 014 6363 / customer.support@amplitude-clinical.com and Amplitude can unlock your account and/or reset your password.
- If any of your personal details change (e.g., Name or e-mail address) then please call 0333 014 6363 / customer.support@amplitude-clinical.com and Amplitude can make the appropriate changes.
- The Amplitude standard Username is ForenameSurname, but you may request this to be different, for example:
  - o   To remove hyphens and apostrophes
  - o   To reflect your Known Name
  - o   To make the Username shorter
  If you would like to do this, please ask Customer Support

How to reset your password

From the login page, click '**Forgot your password?**'. Enter your email address and **request a reset**. Then check your emails for a link to reset your password.
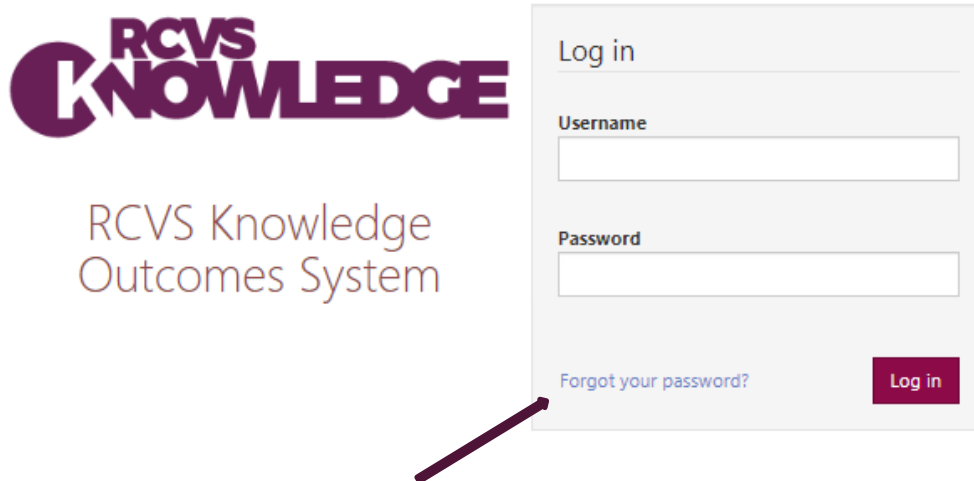
How to change an owner/patient's security question

If an owner has forgotten their security question, they should contact Amplitude Customer Support customer.support@amplitude-clinical.com or call on 0333 014 6363.

The next time the owner logs in through the owner portal, they will be asked to set up a new security question.

For more Troubleshooting and FAQs please view the **Knowledge Base**:

Use the Question Mark Icon

This guide is designed to be a "Quick Start" to get you going on the system. There is more functionality and help available. We recommend starting with the Knowledge Base and if you need anything clarifying contact Customer Support.

Amplitude Customer Support: customer.support@amplitude-clinical.com / 0333 014 6363
available Monday-Friday 9am-5pm excluding Bank Holidays

About RCVS Knowledge

The Antibiotic Audit Tool is funded by RCVS Knowledge, who manage the Advisory and Steering Committees that are providing clinical oversight for the project.

RCVS Knowledge is a charity whose mission is to advance the quality of veterinary care for the benefit of animals, the public, and society. We meet this mission by championing the use of an evidence-based approach to veterinary medicine, inspiring a culture of continuous quality improvement in practice, and making our resources available to the profession and wider public. RCVS Knowledge is the charity partner of the Royal College of Veterinary Surgeons.

Royal College of Veterinary Surgeons Trust (trading as RCVS Knowledge) is a registered charity No. 230886. Registered as a Company limited by guarantee in England and Wales No. 598443.

Registered Address: First Floor, 10 Queen Street Place, London EC4R 1BE.

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T: 020 7202 0721 | Email: ebvm@rcvsknowledge.org | Website: rcvsknowledge.org

About Amplitude Clinical Outcomes

The portal is managed on a day-to-day basis by Amplitude Clinical Outcomes, data processors for the Antibiotic Audit Tool and RCVS Knowledge Outcomes, who are a globally recognised, independent supplier of software systems that capture and report clinical and patient reported outcomes data (PROMs). Amplitude is the leading supplier of electronic PROMs to the British NHS, as well as being used by many registries in the UK and internationally. The Amplitude platform collects data from patients (owners), and it allows context to be applied to the outcomes, allowing for a whole picture of a patient's health to be considered, from initial interaction, to post intervention.

Amplitude Clinical Outcomes in a registered Company No. 07172333.

Registered Address: Wood End House, Grafton Flyford, Worcester, Worcestershire, WR7 4PH.

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